



City of Hopewell Citizen Inquiry Referral List

Nature of Inquiry	Department(s)	Telephone
A		
Abandoned Vehicles (Removal)	Police Department	541-2272
Accident Reports (Vehicular)	Police – Services Division	541-2272
Adopt-a-Neighbor Program	Neighborhood Assistance & Planning	541-2220
Adopt-a-Street	Keep Hopewell Beautiful	541-2269
Alley Closings/Vacations	Neighborhood Assistance & Planning	541-2220
Alley Maintenance	Public Works	541-2295
Animal Control–Roaming/Pickup	Animal Control Officer	541-2204 or 541-2275
Anti-Dumping Signs	Neighborhood Assistance & Planning	541-2220
Auctions (Surplus items)	Purchasing	541-2205
	City Attorney	541-2247
Automated Citizens Information System (ACIS)	Emergency Services Manager or	541-2298
	Public Affairs Coordinator	541-2270
B		
Backdoor Toter Pickup	Public Works	541-2297
Beacon Theatre	Appomattox Regional Library System E-mail beacon@arls.org	536-1163
Bids	Purchasing	541-2205
	City Clerk	541-2249
Birth Certificates	State Health Department	662-6200
Boats & Trailers – Permit for Oversized Vehicles	Police – Services Division	541-2272
	Zoning	541-2220
Brush Complaints	Fire Department	541-2288
Bugs	Health Department	458-1297
Building Permits	Building Official	541-2226
Business License	Commissioner of the Revenue	541-2237
C		
Cablevision Complaints	City Attorney	541-2247
Catch Basin (Cleaning, etc.)	Public Works	541-2295
Cat License	Treasurer's Office	541-2240
Cemetery	Public Works	541-2295
Chamber of Commerce (Listing of Civic Clubs, Businesses, etc.)	Chamber of Commerce	458-5536
City Council Representative	City Clerk	541-2249
City Maps	Neighborhood Assistance & Planning/Engineering	541-2220 or 541-2230
Community Center	Recreation & Parks	541-2304
Condemned Buildings	Code Enforcement/Building	541-2226
	Official; Health Department	458-1297
Construction Complaints (Building)	Code Enforcement	541-2227
Contracts (Legal Documents)	City Clerk	541-2249
Convenience Center	Public Works	541-2295/2305
Crosswalk (Pedestrian)	Public Works – Traffic Division	541-2294
Curb & Gutter Installation	Neighborhood Assistance/Engineering	541-2220/2319
Curb & Gutter Repairs	Public Works	541-2295

Nature of Complaint/Inquiry	Department(s)	Telephone	
Damage - Private Property by City	Risk Manager	541-2203	
Dead Animals	Public Works Dispatcher (after hours)	541-2295 541-2275	
Death Certificates	Circuit Court Clerk	541-2239	
Ditch (Drainage; Roadside)	Public Works	541-2295	
DMV (Division of Motor Vehicles)	Commissioner of the Revenue Treasurer's Office	541-2237 or 541-2240	
Dog License	Treasurer's Office	541-2240	
Driveway, Pipe/Curb (Building Permit)	Development Public Works	541-2220 541-2295	
Dumpsters	Public Works	541-2297	
E			
Electrical & Plumbing Exams	Inspections	541-2226	
Elections (Voting: Wards/Locations)	Registrar	541-2232	
Employment/Job Opportunities	Human Resources	541-2211/2246	
F			
Fill Permits	Development	541-2220	
Fire Hydrant Check	Fire Department	541-2288	
Fishing License	Circuit Court Clerk Commissioner of the Revenue	541-2239 541-2237	
Freedom of Information Request	City Attorney	541-2247	
G			
Garnishees	Treasurer's Office	541-2240	
Gravel Requests (City rights-of-way)	Public Works	541-2295	
Gun Permit – Concealed Weapon	Circuit Court	541-2239	
H			
Health Department	Hopewell Health Department	458-1297	
Health Facility	Community Health Center	452-5800	
Hooray for Hopewell, Inc.	Festival Committee	541-0232	
Hopewell Community Center – Rental of Facilities	Recreation & Parks	541-2304	
Hunting License	Circuit Court Clerk	541-2239	
I			
Invoices/Billing	Finance	541-2254	
J			
Justice of the Peace	Magistrate	524-6600/6611	
L			
Landfill (Landfill Closed) <i>See Convenience Center</i>	Public Works	541-2295	
Litter (Anti-Dumping Ordinance)	Neighborhood Assistance & Planning	541-2269	
M			
Magistrate	Riverside Regional Jail	524-6600/6611	
Manhole Covers	Public Works	541-2295	
Marina, City (operation of) ➤ Marina Office	Recreation & Parks	541-2304 541-2370	
Marriage License	Circuit Court Clerk	541-2239	
Membership Fees for Hopewell Community Center	Recreation & Parks	541-2304	

Nature of Complaint/Inquiry	Department(s)	Telephone
N		
Neighborhood Assistance	Neighborhood Assistance & Planning	541-2220
Newsletter (City E-Currents)	Intergovernmental & Public Affairs	541-2270
P		
Parks Facilities & Playgrounds	Recreation & Parks	541-2304
Parking Tickets –Payments		
➤ Violations	Police Department	541-2272
➤ Warrants/Summonses	General District Court	541-2257
Permits for Special Events (parades, walks, etc.)	Intergovernmental & Public Affairs	541-2270
Personal Property		
➤ Taxes	Treasurer's Office	541-2240
➤ Value	Commissioner of the Revenue	541-2237
Personal Property Damage Claim	Risk Manager	541-2203
Plaza, Ashford Civic (Rental)	Intergovernmental & Public Affairs	541-2270
Post Office	Customer Service	458-4350
Potholes	Public Works	541-2295
Property Ownership	Real Estate Assessor	541-2234
Public Information	Intergovernmental & Public Affairs	541-2270
Purchase Orders	Purchasing Finance/Accounting	541-2205 541-2252/2254
R		
Railroad Repairs	Engineering Public Works	541-2319 541-2295
Rats	Health Department	458-1297
➤ in Sanitary Sewer	Hopewell Regional Wastewater Treatment Facility	541-2210
Real Estate Assessments	Real Estate Assessor	541-2234
Real Estate Property Boundaries	Real Estate Assessor	541-2234
Recreation Activities/Parks	Recreation & Parks	541-2304
Recycling	Public Works Keep Hopewell Beautiful	541-2297 541-2269
Refrigerators (Disposal)	Public Works	541-2297
➤ Freon Removal Coupon	Treasurer's Office	541-2240
Refuse Pickup	Republic – Trash pickup hotline	425-0500
Refuse & Sewer Bills	Glen Davis, Business Manager	541-2253
Rentals		
Parks, Crystal Lake, Community Center	Recreation & Parks	541-2304
Reserve-A-Truck	SERVICE DISCONTINUED	N/A
S		
Sanitary Sewer Repairs	Public Works	541-2295
Sewer Backup	Hopewell Regional Wastewater Treatment Facility Dispatcher (after 4:30 & Weekends)	541-2210 541-2275
Sewer Backup –Insurance Claims	City Attorney	541-2247
Sewer Construction	Inspections	541-2226
Sewer Hookup (Connection or Tap Fee)	Inspections	541-2226

Nature of Complaint/Inquiry	Department(s)	Telephone
S (cont.)		
Sidewalks – Construction or Repair	Public Works	541-2295
Street Complaints		
➤ Cave-ins	Public Works	541-2295
➤ Cleanup	Public Works	541-2295
➤ Gravel/Grading	Public Works	541-2294
➤ Light Installation	Traffic	541-2294
➤ Light Repairs	Traffic	541-2295
➤ Street Lights	Public Works	541-2319
➤ Street Overlay	Engineering	541-2295
➤ Street Sweeping	Public Works	
T		
Tall Grass/Weeds	Code Enforcement	541-2226
Taxes		
➤ Forms, Preparation, etc.	Commissioner of the Revenue	541-2237
➤ Personal Property, Real Estate	Treasurer's Office	541-2240
Taxes – Payment		
Taxicab Permits	Police – Services Division	541-2272
	City Manager's Office	541-2243
Toters (Mobile Refuse Container)		
➤ Missed Trash Pickup	Trash Pickup Customer Service Hotline	425-0500
➤ Purchase, Repair, or Missing Toter	Public Works	541-2297
Tourism	Tourism	541-2461
Traffic (Lights, Signs, etc.)	Public Works	541-2294
Traffic Tickets (Payments)		
➤ Warrants/Summonses	General District Court	541-2257
➤ Parking Violations (with envelope)	Police Department	541-2272
Trash Pickup	Hotline (report missed collection)	425-0500
	Public Works	or 541-2297
Tree Removal/Trimming		
➤ City Property	Public Works	541-2295
➤ Private Property	Property Owner's Responsibility	N/A
U		
Utilities		
➤ Cable	Comcast	1-866-385-2942
➤ Electricity	Dominion Virginia Power	1-888-667-3000
➤ Gas	Columbia Gas	1-800-543-8911
➤ Water	Virginia American Water Co.	458-1686
Utility Cuts	Fire (Inspections)	541-2227
V		
Visitor Center	Tourism	541-2461 or 541-2462
Voter Registration	Registrar	541-2232
W		
Water Leaks	Virginia American Water Co.	458-1686
Website (www.hopewellva.gov)	Intergovernmental & Public Affairs	541-2270
Weeds (Cut & Removed)		
➤ City Property	Public Works	541-2295
➤ Playgrounds	Recreation & Parks	541-2304

Nature of Complaint/Inquiry	Department(s)	Telephone
Y		
Yard Sale Permits	Treasurer's Office	541-2240
Z		
Zoning Inquiries	Neighborhood Assistance & Planning	541-2220 or 541-2269

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